

## Trouble Accessing the Web site or generating your Adobe (.pdf) Invoice?

### Pop-up Blocker:

Pop-up blocker software on your computer may block the ability to access certain websites or view your invoices in Provider I-Billing. These steps will assist to temporarily bypass or eliminate blocking of State of Michigan web information.

### To temporarily bypass websites or viewing billing information:

Press and hold the Ctrl (control) key down on your keyboard while clicking on:

- [Provider I-Billing](#)
- A previously submitted invoice (before submitting) or other buttons in I-Billing

Release the button after clicking your selection.

### To eliminate blocking State of Michigan web information in Internet Explorer:

1. Click Tools on the menu bar in Internet Explorer
2. Click Pop-up Blocker then Pop-up Blocker Settings.
3. In the Address of Web site to allow, enter these addresses and click Add:
  - \*.michigan.gov
  - \*.mdhs.michigan.gov
4. If the Filter Level is set to High, change it to Medium: Block most automatic pop-ups then close.

**Note:** Providers with IT support may need to verify the filter setting is approved to change.

### Adobe Reader:

Adobe Acrobat Reader 4.0 or higher must be installed to view billing invoices when submitting or to view prior invoices. The free download is located at <http://www.adobe.com/> under the Downloads section. You may need to reboot after installing Adobe Reader.



### Java Script (required to view Microsoft .NET applications)

Java has to be installed and enabled to generate Adobe (.pdf) invoices. Follow these instructions to verify/install the Java scripting plug-in:

### Internet Explorer

1. Click on Tools > Manage Add-ons.
2. Sun Java Console should be listed and should be enabled.

If Sun Java Console is not installed, you can obtain the free Java plug-in download from <http://www.java.com/>. Download the file, reboot and repeat the step above and below to make sure the tool is enabled.

If Sun Java Console is listed and enabled also verify:

1. Click Tools > Internet Options.
2. Click the Advanced Tab and scroll down.
3. Look for Java (Sun).
4. The box next to: Use JRE 1.x for <applet> (requires restart) is checked.

### Using other browsers?

Refer to the website for your browser's requirements. Click Help and About to locate support information. For Firefox, please visit the support site: <http://www.mozilla.com/en-US/> for downloads.

## How to Tell if You Have 128-bit Encryption

To use I-Billing, your web browser must use 128-bit encryption. Even the newest web browsers may not have this feature installed. If you are unable to use the I-Billing website, it may be because you do not have

the 128-bit encryption feature installed. Use the following instructions to check your web browser for this feature.

**Microsoft Internet Explorer 4.0 or higher:**

1. Open up your browser window.
2. Click on the word "Help" at the top of the browser window.
3. Click on "About Internet Explorer."
4. Look for the words "Cipher Strength" in the window that opens up when you click on "About Internet Explorer". If you have 128 bit encryption, it will say "128-bit" to the right of "Cipher Strength."

If you don't have 128-bit encryption, you can click on the link "(Update Information)", to the right of "Cipher Strength" to download the 128-bit encryption software.

**Microsoft Internet Explorer is less than version 4.0:**

1. Download the current version of Microsoft Internet Explorer. Click here to download the latest version: [Microsoft Internet Explorer](#).
2. Follow the directions above for "Microsoft Internet Explorer 4.0 or higher."

**America Online:**

1. If you are using America Online, you can use Microsoft Internet Explorer or use AOL Explorer that can be downloaded from <http://daol.aol.com/software/>. Check the Microsoft Internet Explorer browser to see if it has 128-bit encryption by following the instructions for "Microsoft Internet Explorer 4.0 or higher" above.
2. After checking the Microsoft Internet Explorer browser to see if it has 128-bit encryption, log on to America Online. Leave AOL open and open the Microsoft Internet Explorer browser. Use the Microsoft Internet Explorer browser to log in to the I-Billing system.

**Netscape:**

I-Billing should work with Netscape if it has the 128-bit encryption feature. However, you may experience problems with versions 6 or higher, even if 128-bit encryption is installed. Netscape is no longer a supported product by AOL. You can visit <http://browser.netscape.com/> for download information or go to the [Netscape Archived Products](#) page. To find out if the version you have installed now has the 128-bit encryption feature, follow these instructions:

1. Open up your browser window.
2. Click on the word "Help" at the top of the browser window.
3. Click on "About Navigator" or "About Communicator."
4. When you click on "About Navigator" or "About Communicator" a page will open that tells you about your browser version. In this page, look for this text:

This version supports U.S.  
security with RSA Public Key  
Cryptography, MD2, MD5,  
RC2-CBC, RC4, DES-CBC,  
DES-EDE3-CBC.

If you don't have this text, visit your browser's website for downloads.

**Firefox by Mozilla:**

Firefox supports up to 256 bit encryption for version 3.0.11 and higher for Windows as well as version 3.0.4 and higher for Mac operating systems. The encryption is built into the browser. Visit <http://www.mozilla.com> for the latest free download.